

Complaint about childcare provision

Ref: EY490033/4294211

Date: 20 August 2019

Summary of outcome

All early years providers must meet the legal requirements in the 'Statutory framework for the early years foundation stage', which you can find at www.gov.uk/government/publications/early-years-foundation-stage-framework--2. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 31 July 2019, the provider notified us of an incident whereby a child's dietary needs were not adhered to. The notification means that the provider met their legal responsibility as set out in the Statutory framework for the early years foundation stage welfare requirements to notify Ofsted of a significant event that is likely to affect the suitability of the early year provider.

We completed an unannounced visit to discuss the information with the provider. We are satisfied that the provider has taken appropriate action to make sure that the newly implemented procedures for providing food to children with allergies and/or dietary preferences are embedded into practice. The provider is still registered with Ofsted.

On 14 August 2019 we received further concerns that this provider was not meeting some of the requirements. This related to an incident whereby a young child was able to put a stone in their mouth for a period of time while playing in one of the outdoor areas. On 19 August 2019 we telephoned the manager of the nursery to discuss the concerns. As a result of this discussion, we have issued a notice of action to improve. This is a notice that requires the provider to take the actions below within the timescales set out. The provider will be able to give parents further information about this.

Action needed:

ensure that staff are vigilant when supervising children using the outdoor areas and prioritise this over any other activity - by 30 August 2019

ensure that risk assessments cover all aspects of the environment that need to be checked, especially when outdoor areas are being used by different age groups of children - by 30 August 2019

We are satisfied with the response taken by the provider in relation to the actions above. The provider is still registered with Ofsted.

Publication of complaints

We publish details of complaints made against childminders, home childcarers and childcare providers where we or the provider have taken action in order to meet legal requirements.

We publish details of complaints for five years commencing on the date we complete our investigation.

For further information about the complaints process please view the [Concerns and complaints about childminders and childcare providers leaflet](#).